

## **IMPROVING SUPPORT FOR INFORMAL CARERS**

East London

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#### Muxhinga

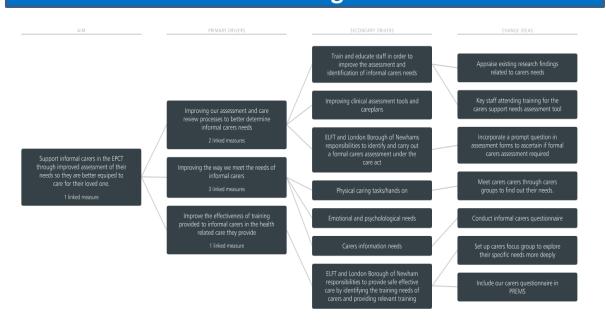
#### Aim

Support Informal Carers in Community Health Newham through improved assessment of their needs so they are better equipped to care for their loved one

# Why is this important to service users and carers?

 Carers Week Partnership (2012)
(Age UK, Carers UK, McMillan, Marie Curie, Parkinson's UK) surveyed over 2100 carers.
75% not prepared for caring role
81% Not prepared for emotional impact,
61% have suffered depression, and 92% stressed.
2. NHS Commitment to Carers (2016)

## Driver diagram





## **Tests of Change**

**Current Tests:** The baseline confidence of nurses and therapists to assess and address the support needs of carers.

### Next Test:

Baseline satisfaction levels of informal carers related to the quality of assessment and support provided by the health professionals.

## Data

- 1. Expressing baseline confidence levels of Therapists and Nurses through a Pareto Chart enabled us to identify the highest 20% of carers needs assessment and intervention areas that they felt unable to effectively address.
- 2. The reasons and factors causing staff to feel less confidence in these areas were explored in face- face interviews .

## Learning

Our Carer Representatives have been instrumental in identifying a range of carer support needs we had not considered including Community Dentistry and Opticians, and support for the Carer in maintaining their leisure, social and employment activities/pastimes.

Collaborating with other Professionals such as Tissue Viability Nurses has led to the inclusion of a carers training video for managing their loved ones pressure care.